

STANDARD TASK ANALYSIS FORM

6/2/2011

Duty/Task:								
C-4 Print newsletter								
STEPS (Required to Perform the Task)	PERFORMANCE STANDARDS (Observable & Measurable Criteria)	TOOLS, EQUIPMENT, SUPPLIES & MATERIALS (Needed)	REQUIRED KNOWLEDGE AND SKILLS (Math, Science, & Language)	SAFETY (Concerns)	WORKER BEHAVIORS (Important to Worker Success)	DECISIONS (Identify Decisions that Must be Made by the Worker)	CUES (Identify the Data Needed for Making Correct Decisions)	ERRORS (Indicate What May Result if Incorrect Decisions are Made)
1 Obtain the newsletter to be printed	1 Obtained the correct newsletter easily and quickly, in a timely manner; double checked that it was the correct newsletter	1 Computer and office files	1 Organizational skills	1 N/A	1 Organized	1 Where is the newsletter? How do I get it? What is the file name? How do I know I have the correct newsletter to print?	1 Location(s) of correct saved newsletter, file name, newsletter is ready for printing	1 Can't find the newsletter and will have to create new one, delay in printing
2 Determine number of copies needed	2 Calculated the number of copies needed based on numbers of past, current, and potential customers, and hard copy distribution locations; was within budget	2 Customer list or database, calculator, list of identified locations to place hard copies, budget	2 Basic math skills, analytical skills	2 N/A	2 Organized, detail oriented, accurate	2 Where is the customer database? How many locations will be put hard copies? How many do we need for each location?	2 Number of customers and locations	2 Too few or too many hard copies, waste of money and resources
3 Determine who will print the newsletter	3 Made determination based on in-house capabilities, budget, complexity of printing, and deadline	3 Information and costs from commercial printers, in-house computer and printer equipment	3 Basic math skills, analytical skills, problem solving skills	3 N/A	3 Problem solver, analytical	3 What criteria will I use to decide who will print it? What is the budget for printing?	3 Budget information, deadline, what can be done in-house	3 Poor quality or no newsletter available at deadline
4 Arrange for printing e.g. commercial or in-house	4 Arranged for printing to meet required deadline	4 Information and costs from commercial printers, in-house computer and printer equipment	4 Basic math skills, analytical skills, problem solving skills	4 N/A	4 Problem solver, analytical	4 What needs to be arranged? If done commercially, how will I get the newsletter to them? What is the deadline?	4 Deadline, needs related to printing	4 Poor quality or no newsletter available at deadline
5 Produce hard and electronic copies of the newsletter	5 Produced the correct number of hard copies, checked copies to ensure they were no printing errors, e.g. no smudges, incorrect paper; put electronic copy in proper format, e.g. pdf, tested for correct display of electronic version	5 Computer, printer, paper and ink cartridges	5 Basic computer skills, problem solving skills	5 N/A	5 Organized, detail oriented, accurate	5 How do I know the correct number has been printed? Are they of acceptable quality, e.g. no smudges or smears? Is the electronic version in the proper version?	5 Number of hard copies to print, look of the printed copy, format need for electronic version	5 Poor quality or no newsletter available at deadline
6 Distribute newsletter	6 Distributed hard or electronic copy to all past and current customers in database; used social media networks for distribution; distributed hard copies to targeted locations for potential customers	6 Computer and internet access, customer database, hard copies of the newsletter, transportation	6 Basic computer skills, problem solving skills, organizational skills	6 General traffic safety precautions	6 Organized, detail oriented, accurate	6 Is the newsletter ready? When should it be distributed? How should it be distributed, e.g. mail, in customer's CSA box, email, Facebook?	6 Electronic and hardcopies ready for distribution; when, where and how to distribute	6 Customer complaints, loss of customer loyalty, decreased revenue, ineffective communications
Analyst: Mike Loyd			Specific Relevant References:					
Expert Workers:								
Christie Welch								